

The Personal Travel Insurance Program*



KEEP this document:
It's IMPORTANT

Travel Insurance Policy

Individual insurance that provides financial protection against **sudden and unforeseen events** that could occur while you're travelling or prevent you from going on your trip.

What's this policy for?

This policy provides you with everything you need to know about Travel Insurance and is part of your insurance contract.

Important: Exclusions and limitations

To avoid unpleasant surprises, read the **exclusions and limitations** that apply to the coverages carefully. It's important that you know some things ahead of time. For example, we don't cover any expenses:

- For an **illness, an injury or symptoms** you have before you travel, or before you purchase your coverage
- If you aren't covered **for the entire duration of your trip**, including the day you leave and the day you come back — every day counts!

In case of an emergency while you're travelling

Remember to call the Assistance Service **BEFORE** going to a **hospital or clinic**. Otherwise, penalties may apply (see page 5). **You can call 24/7:**



From Canada and the United States:
1-800-465-6390 (toll-free)

From anywhere in the world:
514-875-9170 (call collect)

To make a claim, modify your contract or ask questions



From Canada and the United States:
1-855-727-7872 (toll-free)

From anywhere in the world:
418-647-5093 (call collect)

Your travel assistance cards

The cards below show the number to call to reach the Assistance Service, extend your insurance or ask a question.



Cut out these cards, write your name and contract number on them and bring them with you on your trip.



Desjardins

Insurance

Life • Health • Retirement



Travel Assistance
Card

Contract holder: _____

Contract number: _____

Emergency | Urgence · 24h

Canada and the United States (toll free)

Canada et États-Unis (sans frais)

1-800-465-6390

Anywhere in the world (call collect)

Partout dans le monde (à frais virés)

514-875-9170

**To extend your insurance
or ask a question:**

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Desjardins Insurance refers to Desjardins
Financial Security Life Assurance Company.



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Insurer

Desjardins Insurance

200 rue des Commandeurs

Lévis QC G6V 6R2

1-855-727-7872

In some provinces (excluding Quebec), certain coverages are offered by:

The Personal Insurance Company

6300 boulevard Guillaume-Couture

Lévis QC G6V 6P9

1-800-463-6416

thepersonal.com/travel

Travel Insurance at a glance

Travel Insurance provides financial protection against **sudden and unforeseen events** that could **occur while you're travelling or prevent you from going on your trip**.

There are 5 coverages—you can choose one or more depending on your needs.

Coverages



Emergency Health Care

If you require emergency medical care or services should you suddenly and unexpectedly *become ill* or have an *accident* on a trip.



Trip Cancellation

If you have to cancel or modify your trip for one of the 18 recognized causes.



Baggage

If your baggage or personal effects are stolen during your trip or if the *common carrier* loses or damages them, or delivers them late.



Accident

If you have an *accident* while you're travelling and this *accident* causes your death or the loss of use of a hand, a foot or an eye in the 12 months that follow. You can choose either of these options, or both:






- **Accident while aboard a plane:** Covers you only if you have an *accident* while you're a passenger aboard a *plane*
- **Accident while travelling:** Covers you if you have an *accident* during your trip



Emergency Return Trip

If you have to make an emergency return to your *province of residence* for one of the recognized causes and then return back to where you were travelling.

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1. About Travel Insurance

What Travel Insurance is for

Travel Insurance provides financial protection against **sudden and unforeseen events** that could occur while you're travelling or prevent you from going on your trip.

Who can purchase Travel Insurance

To purchase a contract, you must:

- Be at least 18 years old
- Be a Canadian resident

Canadian resident

A person who is legally authorized to reside in Canada and lives there at least 6 months a year.

Who can be insured

For a person to be insured:

- They must be a Canadian resident
- They must be at least 15 days old
- Their trip must begin and end in Canada, in their *province of residence*
- They must request the insurance before the departure date and for the entire scheduled duration of their trip, which includes the day they leave and the day they come back (for example, if they're leaving on March 13 and they're coming back on March 21, they need to get insurance for 9 days)
- For **Emergency Health Care** only: They must be covered under the government health and hospitalization insurance plans of their *province of residence* for the entire duration of their trip (it's your responsibility to ensure that each person you want to insure is covered under these plans)
- For **Emergency Return Trip** only: They must be covered under **Emergency Health Care** or equivalent coverage offered by us for the entire duration of the trip

Coverages

There are 5 coverages—you can choose one or more depending on your needs:

 **Emergency Health Care**

 **Trip Cancellation**

 **Baggage**

 **Accident**

 **Emergency Return Trip**

For a child who is born on the trip to be covered

A child born during a trip is automatically insured under **Emergency Health Care** if the mother is insured under this coverage and expenses for delivery aren't excluded (see the exclusions for this coverage on pages 8 to 10).

Health questions

If you choose **Emergency Health Care** or **Trip Cancellation**, you may have to answer a medical questionnaire depending on how old you are or how long you'll be away.

You need to provide accurate information

The information you provide when you request insurance or a coverage extension is very important—we use it to decide whether or not we're going to insure you.

If you provide incorrect or incomplete information, or make a false statement, we may cancel your coverage or deny your claim.

2. Emergency Health Care

Covers trips outside your *province of residence*



Who's insured under this coverage?
Check your Confirmation of Insurance to find out.

We cover the **expenses incurred outside your *province of residence* outlined on pages 5 to 7**, minus any deductible, if:

- You **suddenly and unexpectedly** *become ill* or have an *accident* on your trip, **and**
- You require emergency medical care or services

4 things to know before you keep reading

1. **You must call our Assistance Service BEFORE going to a *hospital* or *clinic*** and follow their instructions. Otherwise, you'll be required to pay 30% of the eligible expenses, up to a maximum of \$3,000.
 - If you don't contact our Assistance Service, you'll need to provide proof of why you weren't able to.
 - If you've chosen to have a deductible (an amount of expenses for which you're responsible), you'll have to pay this penalty after the deductible has been applied. The amount of the deductible, where applicable, is indicated in your Confirmation of Insurance.
2. The expenses are covered:
 - Up to the maximums indicated, which apply per insured, per trip, unless otherwise indicated
 - Up to an overall maximum of \$5,000,000 per insured, per trip
 - Up to the reasonable and customary amounts usually billed for such care or services in the region where they're received.
3. If you chose to have a deductible, it applies per insured, per trip.
4. We aren't responsible for the availability or quality of the care and services received.

Eligible expenses

1. Expenses for medical and dental care and services

- a) Hospital room and board charges for semi-private accommodation or private accommodation, if your health requires it.
- b) The services of a *physician* or a nurse practitioner.
- c) The following care and services, if prescribed by a *physician*:
 - Lab tests and X-rays
 - Nursing care provided during a hospitalization
 - **A 30-day supply of drugs** that can only be obtained with a prescription—no limit on the drugs taken during a hospitalization
 - Purchase or rental of crutches, canes or splints
 - Rental of a wheelchair, respirator, or other medical or orthopaedic devices
 - Any other type of care authorized by the Assistance Service.

- d) The services of a chiropractor (excluding X-rays), a podiatrist or a physiotherapist who are members in good standing of their professional association. **Maximum of \$60** per treatment and **\$300 in total** per profession.
- e) Treatment of natural healthy teeth (that still have their roots), in the event of an emergency resulting from a direct and accidental blow to the mouth. **Maximum of \$3,000.**

2. Living expenses if you have to delay your return


Living expenses (accommodation, meals, transportation, etc.) that you're required to pay if you have to delay your return because you or a *family member* accompanying you suffers from an *illness* or injury. The *illness* or injury must be confirmed by a *physician* and the extra days you're away must be approved by our Assistance Service. **Maximum of \$200 per day and \$2,000 in total.**

3. Emergency transportation expenses

Transportation to the closest facility where appropriate medical care is available.

We also reimburse **up to \$100 per emergency** for local transportation expenses that you incur after having received this care to return to the location where you're staying during your trip.

4. Expenses for repatriation, *family member* visit and vehicle return

 For the services below to be covered, they must be approved and arranged by the Assistance Service.

a) Expenses to repatriate you for medical reasons

Your repatriation to your place of residence to receive appropriate care as soon as your health permits.

b) Medical attendant expenses

If you have to be repatriated and the attending *physician* indicates the need for a qualified medical attendant to accompany you: Round-trip economy transportation and the usual fees and expenses of an attendant.

c) Expenses to repatriate an insured *travelling companion*

If you have to be repatriated: The additional cost of an economy-class *plane* ticket for the repatriation of a single *travelling companion* to their place of residence. This *travelling companion* must be insured by Desjardins Insurance for their trip and must have Emergency Health Care.

d) Expenses to repatriate children accompanying you

If you have to be repatriated or are confined to a *hospital* for more than 24 hours: The additional cost of an economy-class *plane* ticket for the repatriation of children in your care during your trip to their place of residence, if no other person can take them.

We also pay the expenses of an escort if the *common carrier* requires that the children be escorted.

e) Expenses to repatriate a pet accompanying you

If you have to be repatriated: The repatriation to your place of residence of a cat or dog accompanying you on your trip, if no other person can bring the pet home. **Maximum of \$500.**

f) Expenses to repatriate your baggage

If you have to be repatriated: The excess baggage charges if your baggage has to be brought back by another person, or the cost of repatriating your baggage to your place of residence, if no other person can bring your baggage back. **Maximum of \$300.**

g) Expenses to bring a *family member* to your bedside

If you're confined to a *hospital* or *clinic* for at least 3 days, aren't already accompanied by a *family member* age 18 or older and the attending *physician* deems it necessary:

- The cost of a round-trip economy ticket for the transportation by the most direct route of a *family member* who has to leave their *province of residence* to visit you
- The cost for this person to purchase travel insurance from Desjardins Insurance for emergency health care to insure the trip that they have to make to come to your bedside, **up to \$1,000**
- The *living expenses* incurred by this person during their trip, **up to \$200 per day and \$2,000 in total.**

h) Expenses to return your vehicle

The return of the vehicle that you used to get to your destination, provided that a *physician* certifies that your health doesn't allow you to drive and provided that no *travelling companion* is able to do so.

The vehicle must be in good mechanical condition to make the return.

The following expenses are eligible for the return of your vehicle: The costs of a vehicle transport agency or the reasonable and necessary expenses incurred by an individual for gas, meals, accommodation and a one-way economy ticket. **Maximum of \$2,500.**

5. Expenses in case of death

Pssst! For the services below to be covered, they must be approved and arranged by the Assistance Service.

a) Expenses relating to body identification

If you die during your trip and you weren't accompanied by a *family member* age 18 or older:

- The cost of a round-trip economy ticket for the transportation by the most direct route of a *family member* who must leave their *province of residence* to come and identify your body
- The cost for this person to purchase travel insurance from Desjardins Insurance for emergency health care to insure the trip that they have to make to identify your body, **up to \$1,000**
- The *living expenses* incurred by this person during their trip, **up to \$200 per day and \$2,000 in total.**

b) Expenses to repatriate your remains or ashes

If you die during your trip: The repatriation of your remains or ashes to your usual place of residence by the most direct route. **Maximum of \$12,000** for transportation and preparation of the body, including cremation, where applicable. The cost of the casket or urn isn't covered.

c) Expenses for cremation or burial in the country you were visiting

If you die during your trip: Your cremation or burial in the country where you died. **Maximum of \$6,000.**



Important: Exclusions and limitations

1. Penalty if you don't contact the Assistance Service BEFORE going to a hospital or clinic

If you don't contact the Assistance Service (see page 5 for more details) BEFORE going to a *hospital* or *clinic*, **you'll be required to pay 30% of the eligible expenses, up to \$3,000.**

If you've chosen to have a deductible, you'll have to pay this penalty after the deductible has been applied.

2. Exclusion for injuries or medical conditions that were not stable before leaving on your trip

Since Travel Insurance only covers sudden and unforeseen events, you may not be covered for an injury or medical condition you were suffering from prior to your departure date.

If you have an injury or medical condition that is not stable in the 182 days (90 days if you're under age 55 or if you've purchased the **Stable for 3 months** option) prior to your departure date, **you aren't covered if you incur expenses for this injury or medical condition, or any related injury or medical condition.** This exclusion applies even if you had declared the injury or medical condition in the medical questionnaire or if a *physician* told you that you could travel.

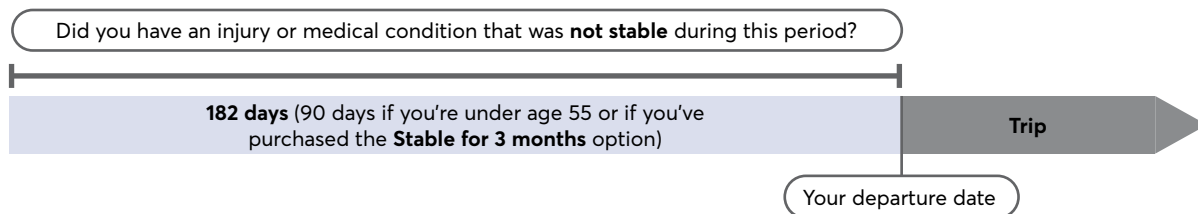
To determine if an injury or medical condition is not stable, answer the following question for EACH injury or medical condition. Refer to the timeline below as needed. In case of doubt, contact your *physician* or us for assistance.

During the 182 days (90 days if you're under age 55 or if you've purchased the **Stable for 3 months** option) **right before your departure date, were you suffering from an injury or medical condition that was not stable?** An injury or medical condition is **not stable** if:

- You had new symptoms or the existing symptoms were more frequent or more intense
- You consulted a *physician* or are waiting to consult one (except for a routine check-up)
- A *physician* recommended that you undergo a test or be seen by another *physician*, you underwent a test or you're waiting for the results
- You had surgery, were hospitalized for at least 18 consecutive hours or a *physician* recommended that you have surgery
- You started a new treatment, including a new drug, or a new treatment was prescribed
- You had a change in treatment or medication (quantity, frequency or the medication itself) or this change was prescribed

We don't consider a routine adjustment to insulin or Coumadin, or the replacement of a brand-name drug for an identical generic drug if the dose is the same, to be a change of medication.

Here's a timeline to help you answer:



Answer:

No: This exclusion doesn't apply to you.

Yes: This exclusion applies to you. **You aren't covered** for this injury or medical condition, or any related injury or medical condition.

Exceptions for certain minor medical conditions

If you answered **Yes** to the above question and your medical condition is a cold, flu, ear infection, sinus infection, sore throat or tonsillitis, you're covered for this medical condition:

- If, on your departure date, this injury or medical condition had been resolved for at least 30 consecutive days, and
- If this medical condition isn't a chronic illness or a complication of a chronic illness

3. Other exclusions for medical reasons

We won't pay any expenses in the following cases:

- If a *physician* advised you not to travel
- If you have a terminal illness and **your life expectancy is less than 12 months**
- If you're taking the trip to receive medical care or services, even if the trip is recommended by a *physician*
- For optional or non-emergency care, even if you receive it further to an emergency—"optional and non-emergency care" means that it can be obtained in your *province of residence* without endangering your life or health
- For care, treatment or surgery received for cosmetic purposes and any related complications
- For expenses related to hospital care not covered under the hospitalization insurance plan in your *province of residence*
- For life-sustaining drugs that you take on an on-going basis, such as insulin, nitroglycerin and vitamins
- For expenses resulting from pregnancy, miscarriage, childbirth or their complications that are incurred after **the first 32 weeks of pregnancy**
- For expenses incurred after the date you refuse the treatment prescribed by the attending *physician* or the Assistance Service, or if you refuse to follow any of the following instructions from the Assistance Service:
 - Change *hospitals* or *clinics*
 - Undergo a diagnostic examination
 - Return to your *province of residence*

4. Exclusions related to your participation in certain sports, activities or risky behaviour

We won't pay any expenses in the following cases:

- For an *accident* that occurs while you're participating in:
 - Any sporting activity for pay (for example, a professional hockey league)
 - Any sporting event for which the winners are awarded cash prizes
 - Any non-standard sport or activity involving a high level of risk, including but not limited to:
 - Hang-gliding and paragliding
 - Parachuting and sky diving
 - Bungee jumping
 - Climbing and mountaineering
 - Freestyle skiing
 - Amateur scuba diving, unless you hold at least a basic scuba diving licence from a certified school
 - Any combat sport
 - Any competition, speed event or other high-risk activity, including training activities, whether on approved tracks or elsewhere, involving or not the use of a motor vehicle

To find out if you're covered for a sport or activity

Call us at **1-855-727-7872** and choose option 2, or write to us at desjardinstravelinsurance@dsf.ca

- If the expenses result directly or indirectly from an injury you inflict yourself, a suicide or attempted suicide, whether or not you're aware of your actions
- For an *accident* or *illness* that occurs while you're participating in a riot or criminal act
- For an *accident* or *illness* that occurs while you're using narcotics, or abusing drugs or alcohol

Drug abuse means exceeding the dosage recommended by a health specialist.

Alcohol abuse means the consumption of alcohol resulting in a blood alcohol level of more than 80 mg of alcohol per 100 ml of blood.

5. Exclusion related to a trip to a country that the government has advised against visiting

We won't pay any expenses for an *accident* or *illness* that occurs while you're travelling in a destination that the Canadian government has advised against visiting or against non-essential travel before your trip begins.

However, we'll accept your claim if you can demonstrate that the particular situation existing in the country visited didn't contribute in any way to the *accident*, *illness* or expenses.

6. Exclusion in the case where another insurance contract was extended

If **Emergency Health Care** under this contract was taken out to extend another insurance contract: We won't pay any expenses related to an *accident* or *illness* that occurred while the other contract was in force if, on the start date of the extension:

- You were hospitalized due to this *accident* or *illness*, or
- You should have been hospitalized or should have been repatriated to your *province of residence* due to this *accident* or the *illness* in accordance with our rules.

3. Trip Cancellation

Covers trips inside and outside your *province of residence*



Who's insured under this coverage?
Check your Confirmation of Insurance to find out.

We'll reimburse the expenses **outlined on pages 13 and 14**, depending on your situation, if:

- You have to cancel or modify your trip for one of the 18 causes below (**pages 11 and 12**)
- You were reasonably unaware that this cause would occur at the time this coverage was purchased or the expenses were incurred, **and**
- This cause is serious enough to justify cancelling or modifying your trip

18 recognized causes of trip cancellation or modification

1. Any of the following people becomes ill, has an accident or dies:

- You
- One of your *family members*
- A *travelling companion*
- A *family member* of a *travelling companion*
- A person responsible for the care of your dependent children
- A person for whom you're the legal guardian
- The person who's hosting you in their home during part or all of your trip

You must provide a medical certificate from the attending *physician* practising in the region where the *accident* or *illness* occurred. This medical consultation must have taken place before the departure date or before the return date, as the case may be. We reserve the right to have the injured or sick person examined by a *physician* of our choosing.

- 2. Your travelling companion has to cancel or interrupt their trip** due to one of the recognized causes described in this section.
- 3.** You find out that **you** (or your *spouse*) **are pregnant** and your scheduled return date is after the first 32 weeks of pregnancy.
- 4.** A person for whom you're the **estate executor** dies.
- 5.** You're summoned for jury **duty** or to appear as a **witness**.
- 6.** You receive notice of **custody of a child**.
- 7. A business meeting is cancelled** because the person you're supposed to meet *becomes ill*, has an *accident* or dies.

The meeting must have been arranged in advance and be the only reason for your trip.

- 8.** You're required to **move for work purposes** in the 30 days prior to your departure or during the time scheduled for your trip. This transfer is required by the employer for whom you were working at the time you purchased **Trip Cancellation**.
- 9.** The **company** where you've been working for at least one year shuts down due to a **lock-out** or declares **bankruptcy**.
- 10.** You **involuntarily lose your permanent employment** that you have had with the same employer for more than one year.

Permanent employment is non-seasonal employment under a contract of unlimited duration for which you're paid at least 20 hours per week.

11. A **disaster** causes significant damage to your **main residence** in your *province of residence* or to your **business**.
12. Your **cruise is cancelled** due to mechanical problems, grounding or quarantining of the cruise ship or it has been diverted due to bad weather.
13. The *common carrier* is **delayed** due to **bad weather**, a **natural disaster** or **mechanical problems**.

OR

The **common carrier or a vehicle is delayed** due to a **traffic accident** or **emergency road closure** by police (police report required).


This delay must result in you missing the departure of a *common carrier vehicle* used during your trip and force you to change your travel arrangements. In all cases, you must have planned to be at the point of departure at least **3 hours** before the scheduled departure time.

14. A **travel service supplier declares bankruptcy**.
 - The bankruptcy must result in you definitively losing at least some of the money you paid for your trip.
 - You must give us the right in writing to sue the *travel service supplier* on your behalf for the amount paid.
 - The *travel service supplier* must have an office in Canada and hold all the licences and operating certificates required by the competent Canadian authorities.
15. After the date this coverage and your trip were purchased, the **Canadian government advises against visiting or against non-essential travel to your destination country or region** due to a particular situation in that country or region, and the advisory is still in effect 14 days before your departure date.
16. You're **quarantined in your province of residence before your departure**.
17. The *plane* you're travelling in is hijacked.
18. Due to a crisis or emergency situation (for example, a war, a pandemic), you're called on to:
 - Serve as a **police officer, firefighter or member of the military** in active duty or as a reservist, or
 - Provide **essential health care services**

Expenses reimbursed

2 things to know before you keep reading

1. For any trip:
 - Reimbursement of your **living expenses** is limited to **\$200 per day** and **\$2,000 in total**
 - Reimbursement of your **other expenses** is limited to your **insurance amount**

 Your insurance amount is indicated in your Confirmation of Insurance.
2. If your *travel service supplier* offers a trip cancellation refund, no amount is payable under the coverage for the amount refunded. We consider any amount you receive and any travel vouchers offered to you to be a refund, whether you accept them or not.

1. If you have to completely cancel your trip or cruise due to one of the recognized causes

We'll reimburse the non-refundable fees you paid in advance to a *travel service supplier* on the date the cause for cancellation occurs.

Cancel your trip as soon as you can!

You need to cancel your trip as soon as possible, because we only reimburse the expenses that were non-refundable **at the time the cause of the cancellation occurred**. If you wait to cancel your trip, your *travel service supplier* may charge a penalty that we won't reimburse.

But, if you cancel your trip because the **Canadian government** advises against visiting your destination, the travel advisory must still be in effect 14 days before your departure date. That means you need to wait until 14 days before your departure date to cancel your trip.

2. If your travelling companion has to completely cancel their trip due to one of the recognized causes and you decide to still proceed with your trip

We'll reimburse the additional expenses incurred due to the absence of your *travelling companion* (for example, additional charge for hotel room).

3. If you miss your departure or it's delayed due to one of the recognized causes

We'll reimburse:

- a) The *living expenses* you incur.
- b) The additional cost for changing the date or time of the ticket you purchased from a scheduled carrier (*plane, boat, train, bus*).

The new ticket must be a one-way economy ticket and be used to get you to the planned destination by the most direct route.

- c) The unused and non-refundable portion of the costs you paid in advance to a *travel service supplier* for land arrangements.

4. If you have to return early or later than planned due to one of the recognized causes

We'll reimburse:

- a) The *living expenses* you incur.
- b) The additional cost for changing the date or time of the ticket you purchased from a scheduled carrier (*plane, boat, train, bus*).

The new ticket must be a one-way economy ticket and be used to get you to the planned destination by the most direct route.

If you have to return later than planned:

If an *illness* or *accident* delays your return by more than 7 days after the coverage end date indicated in your Confirmation of Insurance, we'll only reimburse the additional cost of the return ticket if you or your *travelling companion* were hospitalized for at least 18 consecutive hours. In this case, we require proof of hospitalization.

- c) The unused and non-refundable portion of the costs you paid in advance to a *travel service supplier* for land arrangements.

5. If you miss a part of your trip

Because:

- You or a *travelling companion* are hospitalized for at least 3 consecutive nights during the trip, or
- A *travelling companion* dies during the trip

We'll reimburse:

- a) The *living expenses* you incur.
- b) The additional cost for changing the date or time of the ticket you purchased from a scheduled carrier (*plane, boat, train, bus*).
The new ticket must be a one-way economy ticket and be used to get you to the planned destination by the most direct route.
- c) The unused and non-refundable portion of the costs you paid in advance to a *travel service supplier* for land arrangements.



Important: Exclusions and limitations

1. Exclusion for injuries or medical conditions that were not stable before purchasing this coverage

Since Travel Insurance only covers sudden and unforeseen events, you may not be covered for an injury or medical condition you were suffering from before the date you purchased this coverage.

If you have an injury or medical condition that is not stable in the 90 days prior to the date you purchased this coverage, **you aren't covered if you have to cancel or modify your trip because of this injury or medical condition, or any related injury or medical condition.** This exclusion applies even if you had declared the injury or medical condition in the medical questionnaire or if a *physician* told you that you could travel.

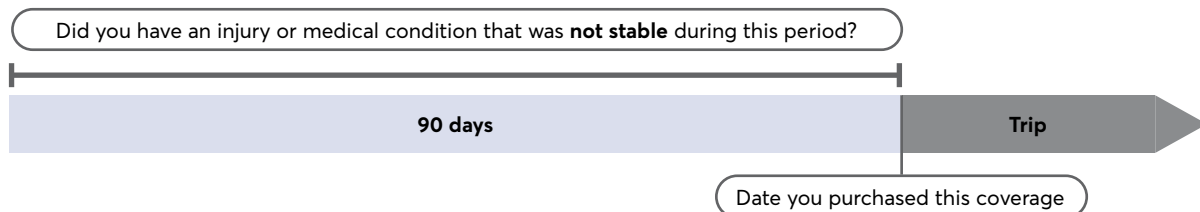
To determine if an injury or medical condition is not stable, answer the following question for EACH injury or medical condition. Refer to the timeline below as needed. In case of doubt, contact your *physician* or us for assistance.

During the 90 days right before the date you purchased this coverage, were you suffering from an injury or medical condition that was not stable? An injury or medical condition is **not stable** if:

- You had new symptoms or the existing symptoms were more frequent or more intense
- You consulted a *physician* or are waiting to consult one (except for a routine check-up)
- A *physician* recommended that you undergo a test or be seen by another *physician*, you underwent a test or you're waiting for the results
- You had surgery, were hospitalized for at least 18 consecutive hours or a *physician* recommended that you have surgery
- You started a new treatment, including a new drug, or a new treatment was prescribed, or
- You had a change in treatment or medication (quantity, frequency or the medication itself) or this change was prescribed

We don't consider a routine adjustment to insulin or Coumadin, or the replacement of a brand-name drug for an identical generic drug if the dose is the same, to be a change of medication.

Here's a timeline to help you answer:



Answer: No: This exclusion doesn't apply to you.

Yes: This exclusion applies to you. **You aren't covered** if you have to cancel or modify your trip because of this injury or medical condition, or any related injury or medical condition.

Exceptions for certain minor medical conditions

If you answered **Yes** to the above question and your medical condition is a cold, flu, ear infection, sinus infection, sore throat or tonsillitis, you're covered for this medical condition:

- If, on the date you purchased this coverage, the injury or medical condition had been resolved for at least 30 consecutive days, and
- If this medical condition isn't a chronic illness or a complication of a chronic illness.

2. Other exclusions for medical reasons or concerns you may have

We won't pay any expenses in the following cases:

- For a trip cancellation or modification:
 - That results from pregnancy, miscarriage, childbirth or their complications, and that occurs after the **first 32 weeks of pregnancy**
 - That results from a situation you're concerned about, but that's not one of the 18 recognized causes for cancellation (for example, an act of terrorism, the spread of a contagious disease or a fear of flying)
 - That's directly or indirectly related to a mental, nervous, psychological or psychiatric disorder, except if you have to be hospitalized for this disorder
- If you're taking the trip to visit a sick person whose death or health causes you to cancel or modify your trip

3. Limitation in case a travel service supplier declares bankruptcy

If a *travel service supplier* declares bankruptcy, the maximum amount we'll reimburse is limited to **\$2,500** per insured and **\$500,000** for all individual travel insurance contracts issued by us.

4. Exclusion for a reason you were aware of

We won't reimburse any expenses if, on the date you purchased this coverage or incurred the expenses claimed, you may have been reasonably aware of the reason that forces you to cancel or modify your trip.

5. Exclusions related to your participation in certain sports, activities or risky behaviour

We won't pay any expenses in the following cases:

- For an *accident* that occurs while you're participating in:
 - Any sporting activity for pay (for example, a professional hockey league)
 - Any sporting event for which the winners are awarded cash prizes
 - Any non-standard sport or activity involving a high level of risk, including but not limited to:
 - Hang-gliding and paragliding
 - Parachuting and sky diving
 - Bungee jumping
 - Climbing and mountaineering
 - Freestyle skiing
 - Amateur scuba diving, unless you hold at least a basic scuba diving licence from a certified school
 - Any combat sport
 - Any competition, speed event or other high-risk activity, including training activities, whether on approved tracks or elsewhere, involving or not the use of a motor vehicle

To find out if you're covered for a sport or activity

Call us at **1-855-727-7872** and choose option 2, or write to us at desjardinstravelinsurance@dsf.ca

- If the trip cancellation or modification results directly or indirectly from an injury you inflict yourself, a suicide or attempted suicide, whether or not you're aware of your actions
- For a cause that occurs while you're participating in a riot or criminal act
- For a cause that occurs while you're using narcotics, or abusing drugs or alcohol

Drug abuse means exceeding the dosage recommended by a health specialist.

Alcohol abuse means the consumption of alcohol resulting in a blood alcohol level of more than 80 mg of alcohol per 100 ml of blood.

6. Exclusion related to a trip to a country that the government has advised against visiting

We won't pay any expenses for the cancellation of a trip to a destination that the Canadian government has advised against visiting or against non-essential travel before you purchased your trip or this coverage.

We also won't pay any expenses for the cancellation or interruption of a trip to a destination that the Canadian government has advised against visiting or against non-essential travel before your trip begins.

However, we'll accept your claim if you can demonstrate that the particular situation existing in the country visited didn't contribute in any way to the trip cancellation or modification.

7. Exclusion related to the cancellation of an activity you had planned

We won't reimburse any expenses for an excursion, outing or activity lasting one day or less that you had planned to do during your trip.

For example, if you aren't feeling well while on a cruise and you aren't able to go on a planned excursion, we won't reimburse any expenses you incurred for this excursion.

4. Baggage

Covers trips outside your province of residence



Who's insured under this coverage?
Check your Confirmation of Insurance to find out.

We'll reimburse **the amounts indicated in the table below** if your baggage or personal effects are stolen during your trip or if the *common carrier* loses or damages them, or delivers them late.

2 things to know before you keep reading

1. For any trip, we'll pay the applicable amounts, depending on the situation, up to your insurance amount.

Pssst! Your insurance amount is indicated in your Confirmation of Insurance.

2. You must:

- Notify us as soon as you become aware of the loss, damage, delay or theft
- Obtain a written statement of the loss, theft or damage, such as a police report, or a statement from the hotel manager, tour guide or representatives of the transportation company
- Take all reasonable steps to protect or recover your property

Pssst! If your baggage or personal effects are stolen, remember to contact the local police while you're still where it happened to obtain a police report.

Covered situations and amounts paid or reimbursed

Covered situations	Amounts paid or reimbursed
Your baggage or personal effects are damaged or lost by the <i>common carrier</i> , or are stolen	The actual value of your baggage or personal effects at the time the covered loss or damage occurred Maximum amount paid: <ul style="list-style-type: none">• \$500 for all the following items: jewellery, watches or articles made of silver, gold or platinum• \$500 for any other item, including related accessories
Your passport, driver's licence, birth certificate or visa is stolen, damaged or lost	The expenses you incur to replace them Maximum amount reimbursed: \$250 for all these documents
Return of your baggage or personal effects is delayed for more than 6 hours because they weren't routed as planned by the <i>common carrier</i> AND You have to purchase toiletries and essential clothing before returning to your point of departure in your <i>province of residence</i>	The expenses incurred up to \$500 for toiletries and clothing you need to buy before recovering your baggage If your baggage is officially considered to be lost, we'll deduct the amount paid for the delay of your baggage from the amount payable for the loss of your baggage



Important: Exclusions and limitations

1. Exclusion related to glasses and contact lenses

We won't pay any amount for damage or theft of eyeglasses (prescription or sunglasses), contact lenses or their accessories.

2. Exclusion related to a trip to a country that the government has advised against visiting

We won't pay any amount for any theft, damage, loss or delay that occurs while you're travelling in a destination that the Canadian government has advised against visiting or against non-essential travel before your trip begins.

3. Other exclusions

We won't pay any amount:

- For theft or damage resulting from your lack of oversight or carelessness (for example, if you leave your personal effects unattended)
- For damage or theft of:
 - Money, tickets (for example, shows, sporting events), bonds, securities and documents (other than identification and travel documents which are covered)
 - Professional equipment
 - Food and drinks
 - Illegally acquired items
 - An item for which you can request compensation from the *common carrier*
- For damage caused intentionally or through normal wear and tear, or manufacturing defect
- For damage to fragile or brittle objects
- For the purchase of toiletries and essential clothing once you've returned to your point of departure in your *province of residence*.

5. Accident

Covers trips outside your *province of residence*



Who's insured under one or both of the options under this coverage?

Check your Confirmation of Insurance to find out.

Accident while aboard a plane option

We'll pay the amounts indicated in the table below if:

- You're involved in an *accident* while you're travelling as a paying passenger aboard a *plane* used for your trip, **and**
- This *accident* causes your death or the loss of use of a body part (hand, foot or eye)

If you die	
● \$500,000	
If you suffer loss of use without dying	
Loss of use of 2 or more body parts (hand, foot or eye)	Loss of use of one body part (hand, foot or eye)
● \$500,000	● \$250,000

You're also covered if you're involved in an *accident* while:

- You're travelling as a passenger in another means of transportation provided by the airline or the airport authorities during your trip
- You're waiting at the airport for the departure of your flight

Accident while travelling option

We'll pay the applicable amount indicated in the table below, if you die or lose the use of a body part (hand, foot or eye) due to any *accident* you suffer during your trip.

If you die	
Due to an <i>accident</i> that occurs while you're travelling as a passenger of a <i>common carrier vehicle</i>	Due to any other <i>accident</i>
● \$200,000	● \$100,000
If you suffer loss of use without dying	
Loss of use of 2 or more body parts (hand, foot or eye)	Loss of use of one body part (hand, foot or eye)
● \$100,000	● \$50,000

Other conditions that apply to both options

Loss of use of a body part

- "Loss of use of a hand" means the total and permanent loss of use of one hand and the wrist.
- "Loss of use of a foot" means the total and permanent loss of use of one foot and the ankle.
- "Loss of use of an eye" means the total and permanent loss of use of sight in one eye.

Time period in which the death or loss of use must occur

The death or loss of use must occur in the **12 months** following the *accident*.

However, if the *accident* results in a coma, we'll wait until the **coma** is over to determine if an amount is payable, even if it ends more than 12 months after the *accident*.

In case of disappearance

If your body isn't found in the 12 months following an *accident* you had, you'll be presumed to be dead and we'll pay the applicable amount in the event of death.



Important: Exclusions and limitations

1. Limitation if you're covered under both options

If you're involved in an *accident* that's covered under both options, we'll pay only one of the 2 applicable amounts. If these amounts are different, we'll only pay the higher of the 2.

2. Limitation applicable to the same accident while travelling in a plane

The total amount that we'll pay following a same *accident* while travelling in a *plane* is limited to **\$5,000,000** for all the individual travel insurance contracts issued by us.

3. Exclusions related to your participation in certain sports, activities or risky behaviour

We won't pay any expenses in the following cases:

- For an *accident* that occurs while you're participating in:
 - Any sporting activity for pay (for example, a professional hockey league)
 - Any sporting event for which the winners are awarded cash prizes
 - Any non-standard sport or activity involving a high level of risk, including but not limited to:
 - Hang-gliding and paragliding
 - Parachuting and sky diving
 - Bungee jumping
 - Climbing and mountaineering
 - Freestyle skiing
 - Amateur scuba diving, unless you hold at least a basic scuba diving licence from a certified school
 - Any combat sport
 - Any competition, speed event or other high-risk activity, including training activities, whether on approved tracks or elsewhere, involving or not the use of a motor vehicle

To find out if you're covered for a sport or activity

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- For an *accident* that results directly or indirectly from an injury you inflict yourself, a suicide or attempted suicide, whether or not you're aware of your actions
- For an *accident* that occurs while you're participating in a riot or criminal act
- For an *accident* that occurs while you're using narcotics, or abusing drugs or alcohol

Drug abuse means exceeding the dosage recommended by a health specialist.

Alcohol abuse means the consumption of alcohol resulting in a blood alcohol level of more than 80 mg of alcohol per 100 ml of blood.

4. Exclusion related to a trip to a country that the government has advised against visiting

We won't pay any amounts for an *accident* that occurs while you're travelling in a destination that the Canadian government has advised against visiting or against non-essential travel before your trip begins.

However, we'll accept your claim if you can demonstrate that the particular situation existing in the country visited didn't contribute in any way to the *accident*.

5. Exclusion related to an act of terrorism

We won't pay any amount for an *accident* that results from an act of terrorism.

6. Emergency Return Trip

Covers trips outside your *province of residence*



Who's insured under this coverage?

Check your Confirmation of Insurance to find out.

We'll reimburse the cost of one round-trip *plane* ticket in economy class by the most direct route if:

- You must make an emergency return to your *province of residence* for one of the recognized causes indicated below and then return back to where you were travelling, **and**
- You couldn't have been reasonably aware that this cause would have occurred when you purchased this coverage or left on your trip

Recognized causes of a return trip

1. The **death** or **hospitalization for at least 7 days** of:

- A *family member*
- A *family member* of your *spouse*, or
- A person for whom you're the legal guardian or estate executor

This person must not, however, be accompanying you on your trip when they die or are hospitalized.

2. A **loss** that causes significant damage to your **main residence** located in your *province of residence* or to your place of business.



Important: Exclusions and limitations

Limitation

This coverage covers one emergency return trip per insured, per trip.

Exclusion for a reason you were aware of

We won't reimburse any expenses if, on the date you purchased this coverage or left on your trip, you may have been reasonably aware of the reason that you had to make an emergency return to your *province of residence* during your trip.

7. Cost of insurance

What you need to know about the premium

The premium is the cost of your Travel Insurance contract.

You must pay the entire premium for your contract to start. We calculate your premium based on:

- The age of each insured on the departure date
- The duration of the trip
- The coverages selected
- The insurance amounts selected
- The health of each insured in certain age groups
- The deductible, where applicable.

Your premium also includes applicable taxes.

We may reduce your premium as part of a promotion.

8. Contract extensions and modifications


If you extend your trip

Your insurance must cover the entire duration of your trip. If you decide to extend your trip beyond the coverage end date indicated in your Confirmation of Insurance, you must also extend your contract. If you don't, we may refuse any claim submitted with respect to your trip.

Here's what you need to do:

- Ask us to extend your contract for **all** the days added to your trip and pay the required premium before the coverages end
- For **Emergency Health Care**: Make sure that you're covered under a government health and hospitalization plan for the entire duration of your trip, including any added days

We'll then send you a new Confirmation of Insurance, which will indicate the new end dates of your coverages.

 You may have to answer a medical questionnaire. Also, don't wait until the last minute, as we may refuse your extension request due to your health.

If you want to increase an insurance amount

If you want to increase an insurance amount, you have to request the increase and pay the required amount (the premium) before leaving your *province of residence*.

We'll then send you a new Confirmation of Insurance, which will indicate the change made to your contract.



Important: Exclusion for injuries or medical conditions that were not stable prior to the extension or increase

1. Are you extending your contract or other insurance by way of this contract after your departure? Does your contract include Emergency Health Care?

- The exclusion for injuries or medical conditions that were not stable (see page 8) also applies to the extension period. This means that **you aren't covered** during the extension period **for any injury or medical condition that was not stable** in the 182 days (90 days if you're under age 55) prior to when you purchased the extension.
- To determine if an injury or medical condition was not stable, follow the instructions and answer the questions under this exclusion on page 8 by replacing the words **your departure date** with the words **the date the extension was purchased**.

2. Are you increasing the insurance amount for Trip Cancellation?

- The exclusion for injuries or medical conditions that were not stable (see page 14) also applies to the amount of the increase. This means that **you aren't covered for any injury or medical condition that was not stable** in the 90 days prior to requesting the increase.
- To determine if an injury or medical condition was not stable, follow the instructions and answer the questions under this exclusion on page 14 by replacing the words **date you purchased this coverage** with the words **date you requested the increase**.

Free automatic extension

If you have Emergency Health Care, Baggage, Accident and Emergency Return Trip:

1. We'll automatically extend your coverages free of charge for the period indicated in the following table if your return is delayed:
 - Because the *common carrier vehicle* in which you're travelling as a paying passenger is delayed, or
 - Due to a traffic accident or mechanical breakdown of the vehicle in which you're travelling.

Coverages	Extension period
<ul style="list-style-type: none">● Emergency Health Care● Baggage● Accident while travelling● Emergency Return Trip	Up to 72 hours following the date they were scheduled to end
<ul style="list-style-type: none">● Accident while aboard a plane	Until the actual date you return to your <i>province of residence</i>

2. We'll automatically extend your coverages free of charge for the period indicated in the following table if your return is delayed:
 - Because you or a *travelling companion* had an *accident* or suffer from an *illness*, **and**
 - You or this *travelling companion* are hospitalized for at least 18 consecutive hours or you're entitled to *living expenses* for this reason.

Coverages	Extension period
<ul style="list-style-type: none">● Emergency Health Care● Baggage● Accident while travelling● Emergency Return Trip	Up to 72 hours after the later of the following dates: <ul style="list-style-type: none">● The date the <i>living expenses</i> period ends (maximum 10 days)● The date the hospitalization period ends, where applicable
<ul style="list-style-type: none">● Accident while aboard a plane	Until the actual date you return to your <i>province of residence</i>

3. We'll automatically extend **Baggage** free of charge until the *common carrier* delivers your bags if you had checked them with a *common carrier* and delivery is delayed.

If you have Trip Cancellation

We'll extend this coverage free of charge until you return to your *province of residence* if you have to return from your trip later than scheduled due to one of the recognized causes.

The conditions that apply are explained in the description of this coverage.

9. Claims

How to submit a claim

To find out how to submit a claim and get the forms you need, you can:

- Go to: www.desjardinstravelinsurance.ca
- Call us:
 - From Canada and the United States: **1-855-727-7872** (toll-free)
 - From anywhere in the world: **418-647-5093** (call collect).

Documents we need to process your claim

For most claims, you need to fill out a form. We may also ask you to provide certain information, documents, proof and authorizations that we need to assess your claim.

Time limit

You must send us your claim within **90 days following the date of the event** entitling you to a payment. If we ask you for other information, documents, proof and authorizations, you must send this to us within **90 days following the date we asked you for it**.

What we may ask you for

We may ask you to provide any document or proof needed to assess your claim.

Examples of documents and proof we may ask for

For **Emergency Health Care**, you have to provide us with the original invoice for the care received. The invoice must include:

- The date the care was provided.
- The name of the insured who received the care.
- The diagnosis.
- The description of the care provided.
- The signature of the attending *physician*, and
- The cost of the care received.

For **Trip Cancellation**, you have to provide one or more of the following supporting documents:

- The unused transportation tickets.
- The official receipts for the additional transportation costs incurred.
- The receipts for the land arrangements (for example, hotel reservations, car rental) or the cruise fees.

The receipts must:

- Include the contracts that were officially issued through a *travel service supplier*, and
- Indicate the non-refundable amounts in the event of cancellation.
- An official document stating the cause of the claim. In the case of a medical cause, you must provide a medical certificate from the attending *physician* practising in the region where the *accident or illness* occurred. This medical consultation must have taken place before the date of departure or before the date of return, as the case may be. The medical certificate must also indicate the complete diagnosis and specify the exact reasons why the trip couldn't happen as planned.
- The receipts for the *living expenses* incurred.

For **Baggage**, you have to provide:

- A written statement of the theft or damage, such as a police report, or a statement from the hotel manager, tour guide or representatives of the transportation company.
- Proof of the value of the property (receipts, credit card statements, etc.).
- If your baggage is delayed:
 - Proof that the baggage was delayed indicating that it was checked with the *common carrier*, and
 - Receipts for toiletries and clothing purchased.

For **Emergency Return Trip**, you have to provide:

- The official receipts for the round-trip expenses (other than those for the scheduled return trip), and
- An official document stating the reason for interrupting your trip. If the trip was interrupted for medical reasons, you must provide a medical certificate from the attending *physician* practising in the region where the *accident* or *illness* occurred. This medical consultation must have taken place while you were on your trip. The medical certificate must indicate the complete diagnosis and specify the exact reasons why you must return.

Medical examination

When a claim is made, we may have the insured examined by a health care professional. We'll choose the professional and pay the cost of the examination.

Our response to your claim

If we approve your claim

We'll make a payment within **60 days** of receiving all the required documents.

If we don't approve your claim or we only pay a portion of the amount

We'll send you a letter explaining the reasons for our decision within **60 days** of receiving all the required documents.

Benefit payment

Person, or care or service provider to whom we'll make the payment

- For **Emergency Health Care**

We'll pay any amount payable:

- To the care or service provider, if you haven't paid the charges in question, or
- To you (the contract holder), if you've paid the charges in question.

- For **Trip Cancellation, Baggage and Emergency Return Trip**

We'll pay any amount payable to you (the contract holder).

- For **Accident**

- We'll pay any amount payable for a death:
 - To the beneficiary you've named, if they're alive, or
 - To you (the contract holder), if you're alive, or
 - To your legal heirs.
- We'll pay any amount payable for a loss of use to you (the contract holder).

To name a beneficiary, you must use the form that we provide. The beneficiary will then be valid for the duration of your contract. You may name more than one person and change a beneficiary at any time by advising us in writing. We don't accept any responsibility regarding your choice of beneficiary.

Payment method

We'll pay all amounts by direct deposit (you need to provide a void cheque) or by cheque.

Currency

Unless otherwise indicated, all amounts payable specified in the contract are expressed in Canadian dollars. As needed, we'll determine the amount payable using the prevailing exchange rate on the date of payment.

Situations in which we won't pay any amount

We won't pay any amount:

- If the person for whom you're requesting a payment, or their legal representative, doesn't authorize us to collect the personal information needed to examine your claim
- If we've refunded a portion or all of the premium for the contract (the cost) before receiving your claim

Division of expense reimbursements

In accordance with insurance rules, a person can never be reimbursed for more than the expenses they paid, even if they're covered under more than one insurance contract or plan.

If you make a claim for expenses that are also covered by other insurance (private or public) or by your credit card issuer, we're the "last payer." In other words, we'll only reimburse the portion of expenses that aren't reimbursable under this other insurance. However, if this other insurance also states that it's the last payer or if it includes a coordination of benefits clause, the reimbursement will be divided between it and your Travel Insurance contract, based on the amounts that should have been paid by each.

Assignment of your right of recourse in the event of a claim (right of subrogation)

In the event of a claim due to damage caused by a third party, you assign us your right to sue this third party and any other right that you may have against them. We'll exercise this recourse on your behalf and at our expense, up to an amount equal to what we paid you for the damage in question.

10. Other important information

Documents making up your contract

These documents make up your contract:

- This Travel Insurance Policy
- The personalized Confirmation of Insurance you received with this policy—this document indicates the coverages and insurance amounts that apply to each insured
- Any medical questionnaires, if one or more insureds had to complete them
- Any updates to the Confirmation of Insurance you may have received
- Any document referred to as a “rider” that modifies your contract

Start and end of coverage

Coverage start dates

Trip Cancellation starts on the date you purchase this coverage.

All the other coverages start on the **later** of the following:

- The date you leave your *province of residence*
- The start date indicated in your Confirmation of Insurance

Coverage end dates

Trip Cancellation ends on the **earliest** of the following:

- The date the cause that forces you to cancel your trip before the scheduled departure date occurs
- The date you return to your *province of residence*

All the other coverages end on the **earliest** of the following:

- The date you return to your *province of residence*
- The end date indicated in your Confirmation of Insurance

Your right to cancel your coverage

You (the contract holder) have **10 days** from the date you purchase the contract to read it and to ask us to cancel it if you aren't satisfied. On your request, we'll cancel your contract retroactive to the purchase date indicated in your Confirmation of Insurance.

To cancel your insurance, you have 3 options:

- Call us at **1-855-727-7872** and choose option 4
- Fill out the **End Your Coverage** form at the end of this policy and send it to us by registered mail, or
- Fill out the **Notice of Cancellation of an Insurance Contract** you received with this policy and send it to us by registered mail

We'll then refund your premium except:

- If your departure date and return date fall within 10 days from the date you purchased your contract
- If you've made a claim
- For the **Trip Cancellation** premium only: If you purchased this coverage 11 days or less before your departure date

You can receive a partial refund of your premium in the following situations:

1. **If you cancel your contract after the 10-day period but before the departure date you gave us (see Your right to cancel your coverage above)**

We'll refund the premium for any coverage except for **Trip Cancellation**.

2. **If you return from your trip sooner than scheduled**

We'll refund the premium for any coverage except **Trip Cancellation** and **Emergency Return Trip** for the unused coverage period, unless:

- You've submitted a claim for your trip that we've approved
- You paid a family premium and not all the insureds returned sooner than scheduled

We may deduct a contract cancellation fee from the amount of your reimbursement.

The unused coverage period starts on the date we receive your request.

Example of a premium refund if you return sooner than scheduled

If you return 10 days before the end of a trip scheduled to last 25 days, the refund will be calculated as follows:

Premium paid – (15 days × rate per day) – cancellation fee, where applicable

Contract cancellation

We can cancel your contract in any of the following situations:

- If you make a false statement, whether fraudulent or not
- If you fail or refuse to provide us with information on any of the people insured under your contract
- If you don't authorize us to collect the information needed to determine if we can insure someone or to process a claim from you
- In the case of non-payment of your premium; in this case, we'll send you a notice to inform you that we'll be cancelling your contract if you fail to pay the required premium within 30 days

Coverage termination

We can terminate a given coverage for an insured for their trip that's underway if they refuse the treatment prescribed by the attending *physician* or the Assistance Service, or if they refuse to follow any of the following instructions from the Assistance Service:

- Change *hospitals* or *clinics*
- Undergo a diagnostic examination
- Return to their *province of residence*

11. If you're not satisfied

If you don't agree with our decision (appeal process)

If we don't approve a claim or only pay a portion of the amount claimed, you can submit additional information and ask us to review your claim.

Please note that if you want to appeal our decision in court, you must do so within the time limit provided for by law. The time limit varies depending on where you live: In Ontario it's 2 years and in Quebec, it's 3 years. To find out the time limit, please refer to the applicable legislation in your *province of residence*.

For more information about your rights, contact the regulatory agency in your *province of residence* or your legal advisor.

If you're dissatisfied with our service

Do you have any concerns or are you dissatisfied with your contract or the service we've provided? Let us know by contacting our customer service department at **1-855-727-7872**.

If you'd like to make an official complaint, you have 2 options:

- You can contact our Dispute Resolution Officer at **1-877-838-8185**, or
- You can use the complaint form available on our website at www.desjardinslifeinsurance.com/complaint

12. Your personal information

Protecting your privacy

We're committed to protecting your privacy. We keep your personal information on file so you can benefit from our financial services (insurance, annuities, credit, etc.). However, this information will only be accessed by employees who need to do so in the course of their work.

Reviewing your file

You can review your file if you'd like. You can also correct anything that you can prove to be inaccurate, incomplete, unclear or unnecessary. You can do so by sending a written request to our Privacy Officer at this address:

Privacy Officer

Desjardins Insurance
200 rue des Commandeurs
Lévis QC G6V 6R2

Your name is on our client list

We may send promotional information or product offers to people on our client list. We may also share this list with other Desjardins entities for the same purpose. If you don't want to receive these kinds of offers, you can have your name removed from the list by sending a written request to the Privacy Officer at the above address.

13. Assistance Service

You can call the Assistance Service 24/7.

From Canada and the United States (**toll-free**): **1-800-465-6390**

From anywhere in the world (**call collect**): **514-875-9170**

Before leaving

The Assistance Service can provide you with some useful information and recommend preventive measures (precautions to take, itinerary, information on passports, visas and vaccinations required in the destination country, etc.).

In case of a medical emergency while you're travelling

The Assistance Service can:

- Refer you to *physicians, hospitals or clinics*
- Assist you with admission to a *hospital or clinic*
- Arrange for your transportation if you require emergency care
- Have our *physicians* and nurses specialized in emergency medicine monitor your case
- Arrange for your repatriation to your city of residence, as soon as your health permits
- Arrange for the repatriation of a *travelling companion, your spouse* or your dependent children
- Settle formalities in the event of death
- Help you make the necessary arrangements to send for a *family member* if your attending *physician* prescribes it
- Send messages to your loved ones in the event of an emergency

For all other problems during your trip

The Assistance Service can help you:

- Replace lost, stolen or damaged tickets, identification or official documents so you can continue your trip
- Find lost or stolen baggage
- In case of legal problems
- In case of language barriers in your destination country

14. Definitions

Accident A sudden and unforeseen event due to an external cause, which occurs independently from any *illness* or other cause and results in bodily injury or death.

The injury or death must be confirmed by a *physician* and be directly and solely the result of the *accident*. The injury must also require immediate emergency care.

Clinic Clinic or any other health care facility recognized as such under legislation in effect in the country where it's located.

Common carrier Any carrier registered with the competent authorities for the transportation (air, sea or land) of passengers.

Common carrier vehicle Any means of transportation (air, sea or land) operated by a carrier approved by the competent authorities to transport passengers.

Family member Any of the following:

- Spouse
 - Sons
 - Daughters
 - Father
 - Mother
 - Brothers
 - Sisters
 - Grandparents
 - Grandchildren
 - Stepfather
 - Stepmother
 - Half-brothers
 - Half-sisters
 - Father-in-law
 - Mother-in-law
 - Brothers-in-law
 - Sisters-in-law
 - Sons-in-law
 - Daughters-in-law
 - Stepsons
 - Stepdaughters
 - Uncles
 - Aunts
 - Cousins
 - Nephews
 - Nieces
-

Hospital Hospital or any other health care facility recognized as such under legislation in effect in the country where it's located.

Illness or becoming ill A serious disturbance in the normal state of the organs or functions of the human body. To be considered an illness, this disturbance must also occur suddenly and unexpectedly and require immediate emergency care. An illness must also be certified by a *physician*.

Living expenses Reasonable and necessary expenses incurred for:

- a) Room and meals
- b) Childcare expenses for dependent children not accompanying you
- c) Telephone and local transportation charges.

Physician	A person legally authorized to practise medicine in the region where the medical care is provided.
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Plane	<p>An aircraft weighing at least 4,536 kg licensed and operated by a scheduled or charter airline.</p> <p>The airline must hold a valid licence from the Canadian Transportation Agency or foreign equivalent. Special or chartered flights authorized under any of the above licences will be covered only when made with an aircraft of the type regularly used by the carrier on its scheduled or charter air carrier service.</p> <p>All military aircraft are excluded.</p>
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Province of residence	The Canadian province or territory where a person lives.
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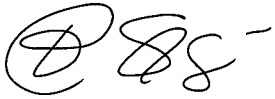
Spouse	<p>The person who:</p> <ul style="list-style-type: none">a) Is married to or in a civil union with youb) Can prove that they've been living conjugally with you for at least 12 months and that they haven't been separated from you for 3 months or more due to a breakdown of the relationship, orc) Can prove that they've been living conjugally with you, that you have a child together and that they haven't been separated from you for 3 months or more due to a breakdown of the relationship.
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Travelling companion	Person who shares your travel arrangements. This person can't be hosting you during your trip.
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Travel service supplier	Any travel agency, travel wholesaler, charter tour operator, cruise line, <i>common carrier</i> or accommodation facility authorized or accredited to operate such a business or provide these types of services.
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Denis Dubois
President and Chief Operating Officer
Desjardins Insurance



Chantal Gagné
Senior Vice-President
Individual Insurance
Desjardins Insurance



Valérie Lavoie
Chief Executive Officer
The Personal Insurance Company

 To end your coverage, fill out this form and send it by registered mail to:

Desjardins Insurance
Contract Administration
Travel Insurance
200 rue des Commandeurs
Lévis QC G6V 6R2

About you

First name	
Last name	
Date of birth	

About your Travel Insurance

Contract number (You'll find this number on the Confirmation of Insurance we sent you.)	
Date you purchased the insurance	

Signature

 _____

Your signature Date



www.thepersonal.com/travel

